



Welcome to the Clark County Community Development e-News. We send this publication out once a month to announce the latest in what's happening. We will attempt to cover a broad range of topics that we hope will be of interest to you. We need your input! We welcome your comments about our news bulletin; and if you have topics you would like us to cover and we haven't, we'll do our best to accommodate you!★

Two, four, six, eight, who do we appreciate?

The Permit Services staff recently made a decision that as employees, they wanted to sponsor a Customer Appreciation Day. After additional thought, they decided that one day wasn't enough and that they would like to honor our customers for an entire week. [Read the rest of the article here.](#) ★

Community Development launches fully complete program

As part of Community Development's commitment to continued improvement, a Fully Complete Certification Program has been implemented. This program allows new development applications to simply include a letter from firms/persons with the Fully Complete Certification, verifying that they have reviewed the application package and find the documents to be fully complete. With this letter, the county's Fully Complete review will be completed within 14 days versus the standard 21-day review.



Clark County has a two-step review process to ensure completeness of applications before the preliminary review process.

Counter Complete Review

During this process, staff checks to ensure the application form and all major documents are submitted in a proper fashion, along with the review fee. If any items are missing, the package is returned to the applicant.

Fully Complete Review

This is a more in-depth review and is completed within 21 days of the Counter Complete Review. Before the 21 day deadline, the applicant is mailed a letter stating the application is either "Fully Complete" or "Not Fully Complete", along with a list of missing items. Once the missing items are submitted, staff conducts a 2nd review which is completed within 14 days; or, if applicable, a 3rd review, also completed within 14 days.

Development Services Division staff visits with developers every other year to evaluate the level of services and identify areas of improvement. During the 2005 Biennial Roundtable staff heard concerns about the fully complete process, including questions about why applications take so long to be fully complete. Staff's solution to the problem was to develop a train-

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ing program to familiarize applicants with code requirements for submitting applications and explain how the fully complete process works.

The training program was initiated last week with The JD White Company, Inc. The entire planning staff and some members of the Natural Resource Team attended. According to Helen Devery, "All found it very helpful. Most importantly," she continued, "it will allow us to work more effectively with our clients and provide Clark County with accurate submittals." That is a key goal of the training program. Another staff member added "It was very helpful to our staff, and we are looking forward to receiving our fully complete training certificates."

The rest of the training is scheduled for December and the first quarter of 2006. It is the county's goal to fully complete 80% of applications within the first review. ✨

'Tis the season to be careful

The holiday season is a time to be with family, enjoy the company of friends, and practice the traditions your family has passed on from generation to generation.

However, it is also a time to be extra diligent about the additional fire hazards that most homes introduce this time of year. According to the National Fire Protection Association, the top 10 days for home fires in recent years were all between December 24 and January 6.

Fires ignited by candles total 18,000 in 2004

The use of candles accounts for a very high percentage of these fires. For example, fires ignited by candles have tripled in the last 15 years from 5,500 annually to approximately 18,000. The month of December accounts for about 14% of these fires each year, with the rest of the months averaging about 8%. The reasons for the higher than usual numbers in December can be attributed to a number of things: from the increased use of candles during the holiday season to the increased use of decorations this time of year.

Keep your family and home safe



Here are some tips to help you keep your home and family safe not just during the holidays but also all year long:

- Keep matches, lighters, and candles away from children;
- Use sturdy candleholders that won't tip or burn;
- Burn candles on sturdy, uncluttered surfaces;
- Always stay in the room where candles are being burned;
- Keep lit candles at least one foot away from curtains, mattresses, and anything that can burn;
- Trim candle wicks to one-quarter inch before lighting;
- Extinguish candles when they burn to within two inches of their holder; and
- ALWAYS extinguish candles before falling asleep.



Quick Clicks

- Comprehensive Plan Update
- Data Library
- Team Focus
- Department Calendar

Divisions

- Animal Control
- Building Division
- Code Enforcement
- Permit Center
- Development Services
- Engineering Services
- Fire Marshal's Office
- Long Range Planning

Be sure your smoke detector works

Last but by no means least, be sure your smoke detector is working and has a fresh battery. A properly operating smoke detector doubles your chances of getting out of your home if a fire does occur.

Let's not meet by accident. Enjoy the holiday season safely! ★

Be NICE

Clark County has implemented a new volunteer code enforcement program. The Neighbors Invested in Code Enforcement (NICE) program held an informational meeting in October at which staff successfully recruited 10 volunteers.

After receiving extensive training, NICE volunteers will have the opportunity to work on quality of life issues in a way that is focused on helping people, not penalizing them. They will assist in:

- Identifying and resolving problem cases;
- Providing guidance to residents in their efforts to comply with county land use laws; and
- Offering a proactive approach to educating residents on nuisance codes in a non-confrontational way.

Code Enforcement believes this program will evolve into a tremendous success for the citizens of Clark County. We look forward to working together to preserve and improve the quality of life in our community.

For more information contact Donna Goddard at (360) 397-2375 ext. 4130. ★

New faces

Doug Boheman began work as an Engineer III on November 14. Doug comes to Clark County from the city of Mountlake Terrace, Washington where he had worked as an associate engineer for five years. Doug has a Bachelors Degree in Civil Engineering from California State University.



When not working, Doug enjoys spending time with his family, wife, Lori, and 4-month-old son, Andrew as well as boating, fishing, and hunting.

Bruce McCollum has also recently joined, (or "re-joined" as some may remember) the Engineering Services Division as an Engineer III. Bruce was employed with Clark County for eight years during the 1990s, but more



recently worked as a Liaison Engineer for Boeing. Bruce has a Bachelors Degree in Civil Engineering from the University of Washington.

In his free time, Bruce enjoys spending time with his sons, Jim (16) and Joe (14), working around the house, and raising honey bees.

Boyd Wiff has accepted a building inspector position. Boyd earned his Bachelors Degree from the University of Wisconsin and is currently enrolled in the Building Inspection program at

What's On TV Tonight?

There is a lot on CVTV (channel 23) about Community Development. For example, you can watch the animal control, land use, and code enforcement hearings, as well as the county's Planning Commission. To see the complete schedule click here: www.cvtv.org ★

Expanding our audience

Do you know others who would benefit from this information? Any list serves that would be appropriate for us to post this on? On the other hand, if you would like to be taken off our e-mailing list, just let us know. Contact Désirée at desiree.demonye@clark.wa.gov. ★



Portland Community College. Boyd also has 15 years of experience in the construction industry. When not working Boyd enjoys spend-

ing time with his wife, Deanna and Springer Spaniel, Sushi. Boyd can also be found enjoying the great outdoors – fishing, hunting, camping, and playing golf.

Marty Snell has accepted the Long Range Planning Manager position. As many of you know, Marty comes to us from the city of Camas



where he served as planning manager for nearly a decade. Marty has a Bachelors Degree in Urban and Regional Planning and a Masters Degree in Public Administration.

Outside of the office, Marty enjoys spending time with his family – wife of 13 years, Brenda, five-year-old son, Tanner and newborn, Andrew. Marty also competes in triathlons, goes canoeing, and plays golf.



Jan Bazala has accepted the Planner II position in Development Services. Jan has an extensive professional background, having served as a planner in Oregon, California, and most recently Colorado. When not work-

ing, Jan enjoys spending time with his family (wife, Cathy and daughter, Keona), woodworking, hiking and remodeling, his home.

Nick Kindel has accepted the planning technician position in Development Services. Prior to joining Clark County, Nick was employed



with the city of Salem Planning Department where he gained experience in land partitions, pre-apps, zoning adjustments, and legal lot determinations. Nick has a Bachelors Degree in Planning and Geography from Miami University.

Outside of the office, Nick enjoys traveling, baseball, football, and curling. ✨

Staff accomplishments

Congratulations go out to Cheryl Torneby, Rich Walters, and Duane Marchand for recently obtaining their IAPMO certification! Becoming certified is a significant professional accomplishment. ✨

Phone system improvements

November 15 marked the first day of the revised telephone answering system. We have hired a full time telephone receptionist and revised the telephone system so that all callers can get a live body if they want to.

We still have the automated system, but have reduced the options on the main tree, and tweaked the options on the sub-trees. As an example, when someone calls (360) 397-2375, the caller is given six options, the last of

Promotions



Ali Safayi was promoted to Team Leader in Engineering Services.



Amber Coonradt was promoted to Office Assistant III in Engineering Services.



Mike Barrette was promoted to Construction Manager in Engineering Services.



Colete Anderson and **Mike Mabrey** were both promoted to Planner III in Long Range Planning.



which is to talk to a live body. The first option is for building permits and inspections.

If the caller picks that option, he is given six more options, the last of which is to talk to a live body.

Our next improvement will be to ensure that all extension numbers have the correct number to zero out to. In other words, if a caller inputs an extension number and that staff person is not there, she can hit '0' and be transferred to a designated number that will always be answered. In Administration's case, that number is located on several employee's phones and will always be answered.

For example, Development Services employee's extension numbers should all zero out to their receptionist.

These are all positive changes, which should make a huge difference to the 30,000+ calls we receive each month. ✨

Erosion control changes

Clark County and SW Building Industry Association are no longer offering erosion and sediment control certification classes.

To keep a level of consistency, meet NPDES requirements, and fulfill the requirements of county code, Clark County will be accepting the same credited courses Washington Department of Ecology accepts for erosion and sediment control certification.

Clark County will continue to accept current county certification for single family permits (small parcel development under an acre). If you do not have an approved certification with Washington Department of Ecology or Clark County, contact SW Building Industry Association for a list of members who are certified and will act as your erosion and sediment control person. Their phone number is (360) 694-0933.

For large parcel construction (1 acre or more), Clark County will continue to accept current county certification until October 1, 2006. This is consistent with Washington Department of Ecology timelines for compliance with their new Construction Stormwater General Permit requirements.

Effective October 1, 2006 for large parcel construction, Clark County will only accept Washington Department of Ecology approved courses for erosion and sediment control certification.

For current approved Department of Ecology courses go to http://www.ecy.wa.gov/programs/wq/stormwater/certified_erosion_and_sediment_c.htm.

If you have further questions contact Sheila Pendleton-Orme, NPDES Enforcement Officer Development Inspection at (360) 397-2375 ext. 4916.

Erosion control signage

Community Development will no longer sell environmental signs, they are now available at a local signage company. [More information is available here.](#) ✨



How are we doing?

Promptness of initial greeting B+

Time spent waiting for service B+

Courtesy/personal attention A-

Knowledge level of employees B+

Efficiency of service provided A-

Usability of information A-

Overall service A-

Based on customer service evaluations received to date in 2005. ✨

More changes in Permit Services

This seems to be the year of change for Permit Services – and what good changes they have been! Our goal this year has been to continue to provide a high level of customer service while expanding the services we provide. In order to do so, we have joined forces with the Health Department to provide a convenient one-stop alternative for customers needing information on septic and well issues related to building permits.

As of October 24, Health Department staff, **Mark Hill**, **Sandy Angus** and **Lita Hulsey**, have provided services from our counter on a rotating basis. With a few weeks under our belts, we have already noticed the benefits of this arrangement.

Most of the convenience to our customers has come from having instant access to Health Department staff and information, allowing us to issue permits that we would not have otherwise been able to issue. In addition to the convenience for customers, staff are enjoying the ability to get information from one another and share thoughts on processes.

We are excited to welcome Mark, Sandy, and Lita to our Permit Center and look forward to having them as resources. ✨

Long Range Planning Update

The biggest project we are working on is an update to the 2004 comprehensive plan. At the direction of the Board of Clark County Commissioners, staff is working with GIS and the cities to add lands to urban growth boundaries to accommodate the projected growth of the county in the next 20 years (it is expected that by the end of 2024 the population will be close to 600,000 people). This will involve the preparation of an EIS. There are also a number of related efforts including:

- Working with property owners on comprehensive plan and zoning designations;
- Updating the vacant and buildable lands model to more accurately reflect real-world conditions;
- Taking a look at parcels that were zoned Business Park in the 2004 plan to determine if this continues to be the best zoning; and
- Looking at ways to the lift the urban holding (including circulation plans) that was applied to all the expansion areas in the 2004 plan.

We are involved in a number of other projects as well:

- Completing updates to the county's habitat and wetlands ordinances;
- Working to finish the 2005 annual reviews and dockets (there were 28), and preparing for the 2006 cycle; and
- Updating the county's mixed use ordinance. ✨



ComDev in the News Election 2005 - Stuart victory looks certain

The Columbian 11/11/05
<http://www.columbian.com/news/localNews/11112005news18402.cfm>

Stuart holds lead for county position

The Oregonian 11/09/05
http://www.oregonlive.com/metronorth/oregonian/index.ssf?/base/metro_north_news/1131525543129580.xml&coll=7

Planners OK lifting building impediment

The Columbian 10/22/05
<http://www.columbian.com/news/localNews/10222005news11836.cfm>

